

HOW TO COMPLAIN IF YOU ARE NOT HAPPY



**If you are not happy with anything whilst living here please tell one of the staff.
We will try our very best to sort this out for you.**

You can talk to:

- Any staff member
- The Home Manager or Regional Director
- Your family or friends
- A social worker
- Any professional that may come and visit you
- Anyone else you trust

If you are still not happy, you can ask to talk or write to:

Head of Quality and Compliance

Advinia Healthcare Limited,
Gateway House 1st Floor,
324 Regents Park Road,
London, N3 2LN

Tel: 0208 371 7810

Chief Operating Officer

Advinia Healthcare Limited,
Gateway House 1st Floor,
324 Regents Park Road,
London, N3 2LN

Tel: 0208 371 7810

If you are still unhappy you can contact:

Scottish Public Services Ombudsman

(Local Authority funded Residents)

FREEPOST SPSO

(No other details or stamp needed)

Tel: 0800 377 7330

Fax: 0800 377 7331

www.spsso.org.uk

Care Inspectorate Scotland

Compass House

11 Riverside Drive

Dundee, DD1 4NY

Tel: 0345 600 9527

Email:

enquiries@careinspectorate.com

www.careinspectorate.com

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